

HEADQUARTERS SERVICE CALL ANALYSIS FY 03

PRIORITY DIST'N

Priority	Pct.
EMERGENCY	15%
HOT/COLD	35%
URGENT	25%
ROUTINE	25%
100%	

SERVICE CALL LABOR HR. DIST'N

From	To	Pct.
	<=1	67.2%
>1	<=4	29.5%
>4	<=8	1.8%
>8	<=12	0.6%
>12	<=32	0.6%
>32		0.3%
		100.0%

SERVICE CALL TRADE DIST'N

Trade	# Calls	Pct.
HOT/COLD	416	13.1%
ELECT	284	9.0%
LAMPS	136	4.3%
MECH	548	17.3%
STRUCT	572	18.0%
PLUMB	1196	37.7%
FIRE/SAFE	16	0.5%
KIT	0	0.0%
EXTERIOR	4	0.1%
OTHER	0	0.0%
3172		100.0%

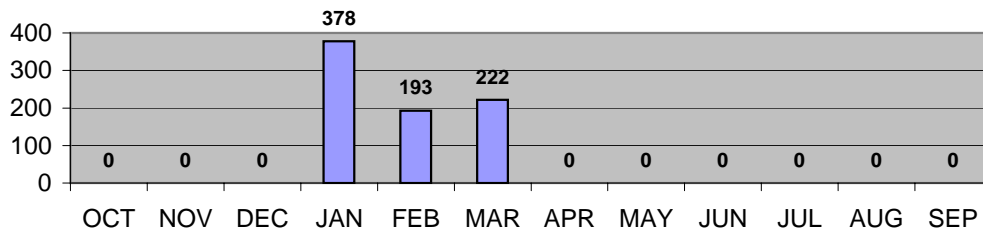
CALL ISSUED

Day	Pct.
SUNDAY	0.0%
MONDAY	18.7%
TUESDAY	23.5%
WEDNESDAY	20.6%
THURSDAY	18.3%
FRIDAY	19.0%
SATURDAY	0.0%
100.0%	

AVG. # CALLS
ISSUED/DAY

12

SERVICE CALL DIST'N BY MO



NOTE: Service call counts and percentages are based on annualized data collected 1/1/03 - 3/31/03

An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.